CCC remote access guidance for NHS users March 2022

Version Control

Version	Date
1.0	14/01/2021
1.1	24/03/2022

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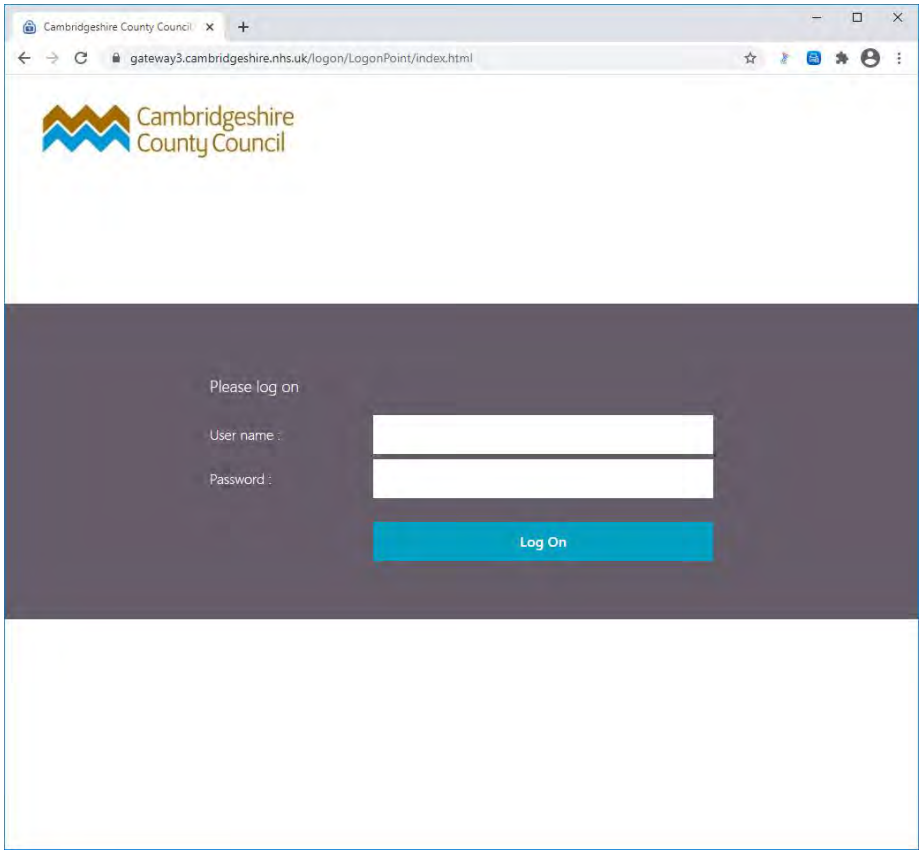
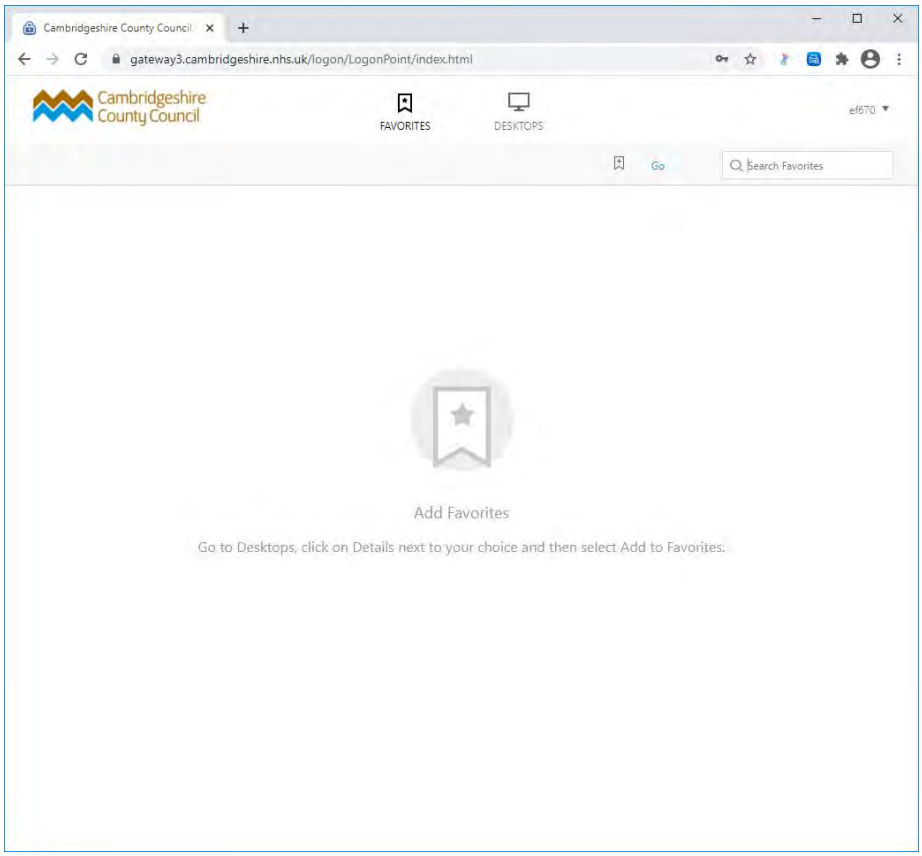
Connecting to CCC

1. From your NHS Citrix Desktop open Chrome
2. Copy and paste https://gateway3.cambridgeshire.nhs.uk into the Chrome address bar

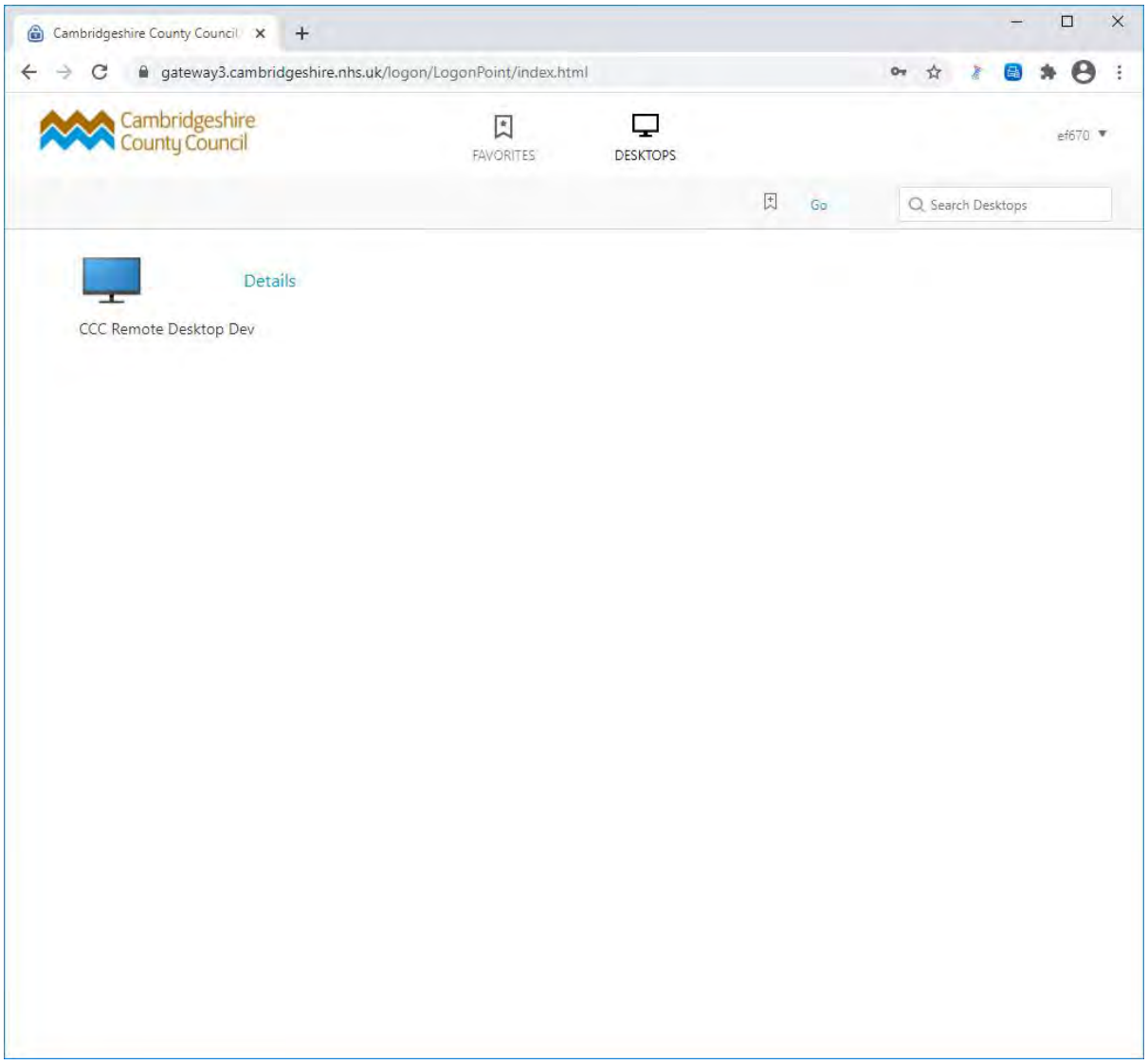
3. If you get an error message at this point and can't see the login screen please go to the troubleshooting section below to clear your browsing data which should resolve the issue then start again



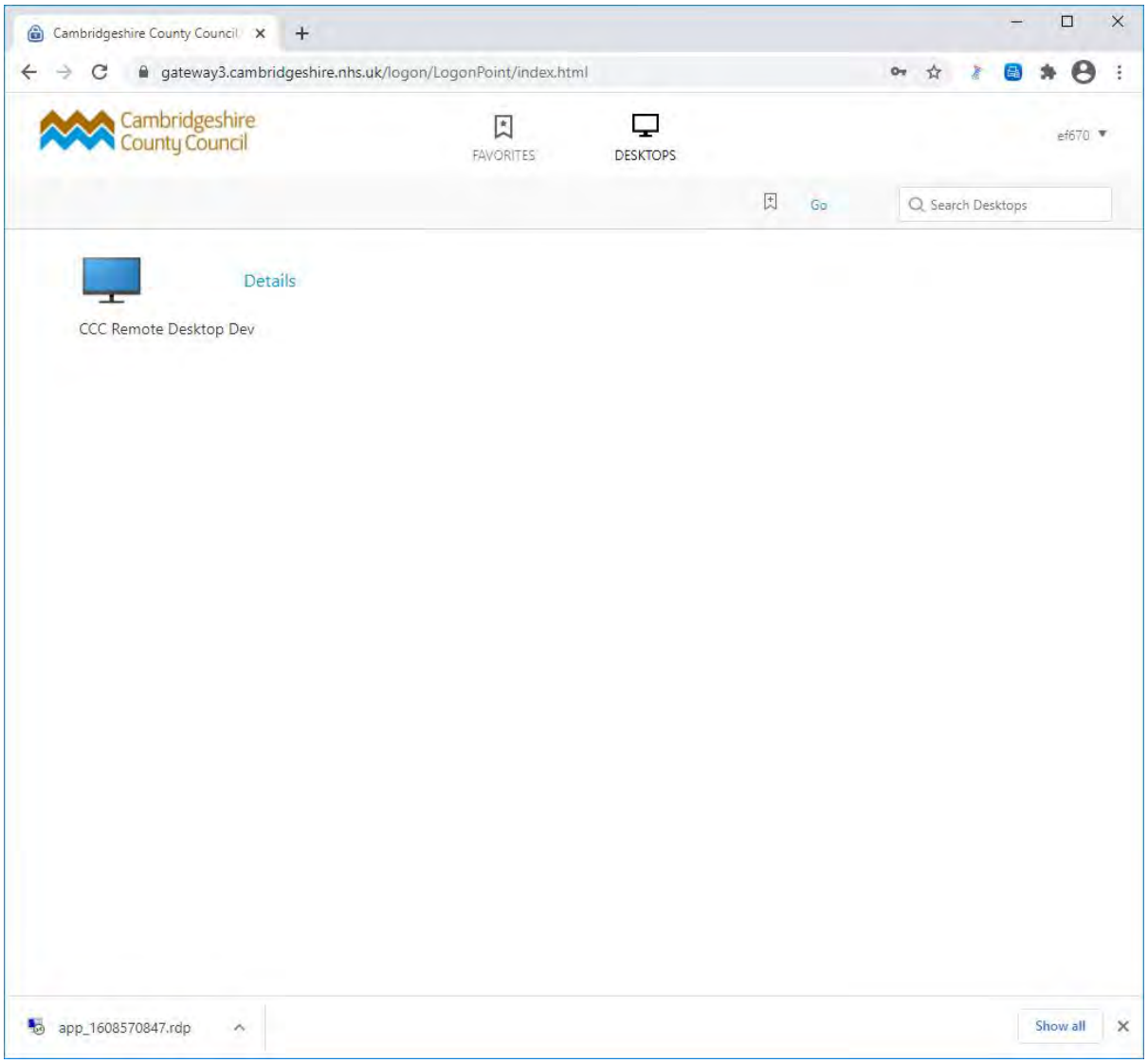
4. Enter your CCC network username (XX999) and your CCC password



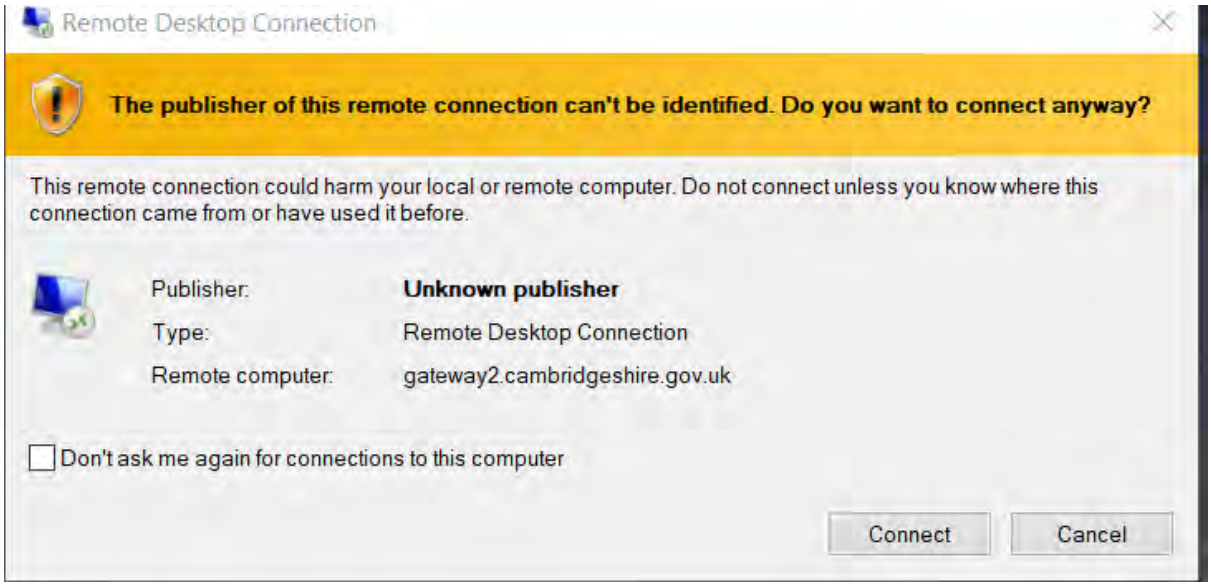
5. Once logged on select the DESKTOPS icon at top of screen



6. Click on the blue CCC Remote Desktop Dev icon



7. Click on pop up at bottom of screen (app _XXXXXXXXXX.rdp)
8. Click Open

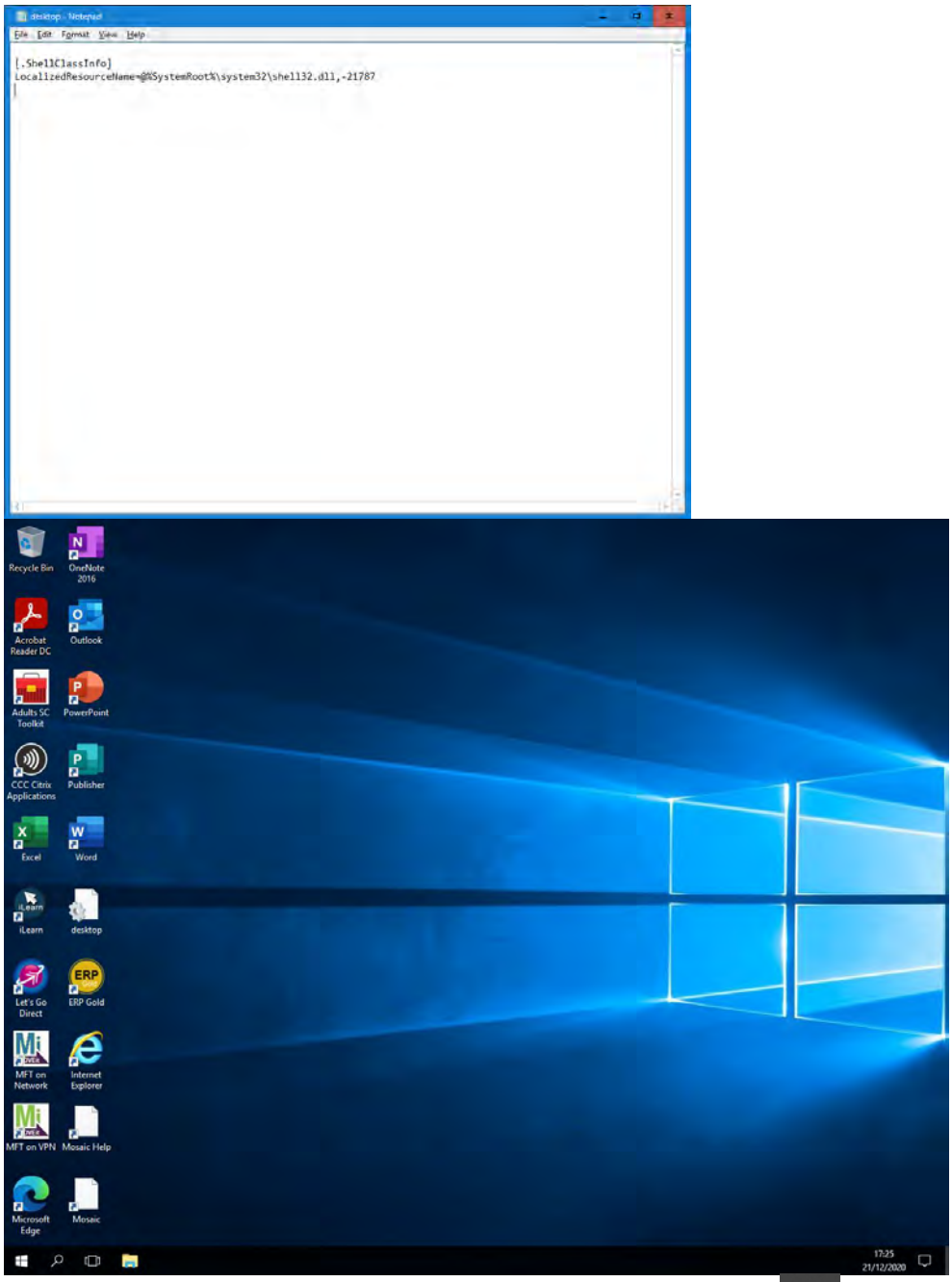


9. Tick the checkbox **'Don't ask me again for connections to this computer'** to prevent this pop up from showing every time you log in.

10. Click on **Connect**

You are now connected to the CCC remote desktop enabling you to access CCC systems using the desktop icons

If the pop up message below appears click on the red cross to close it down.



To access further applications, click the Windows start button, bottom left and then click the downward pointing arrow on the screen to take you do a list of available Apps.

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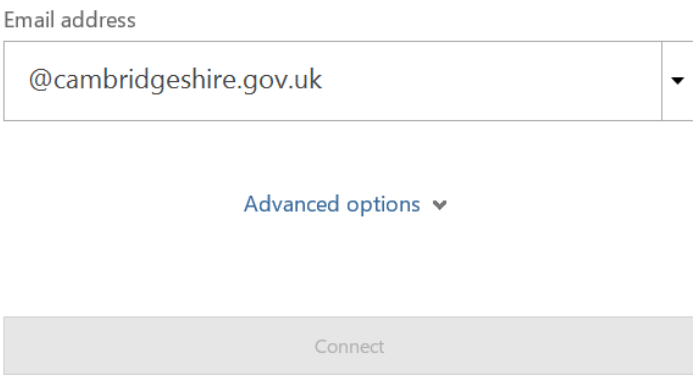
The gateway bar appears at the top of the screen and can be moved from left to right if needed, being careful not to click on the X which will close the app.

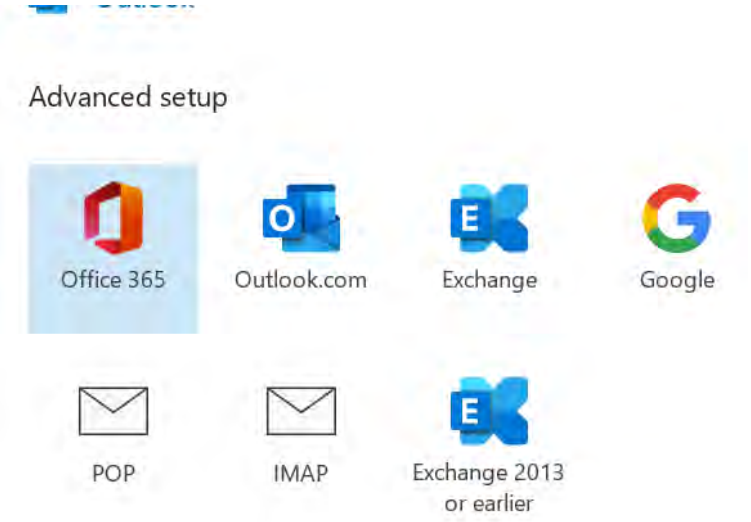
Outlook first use

The first time you launch Outlook on the Remote Desktop, you will be prompted to set up extra verification with your CCC Microsoft Account.

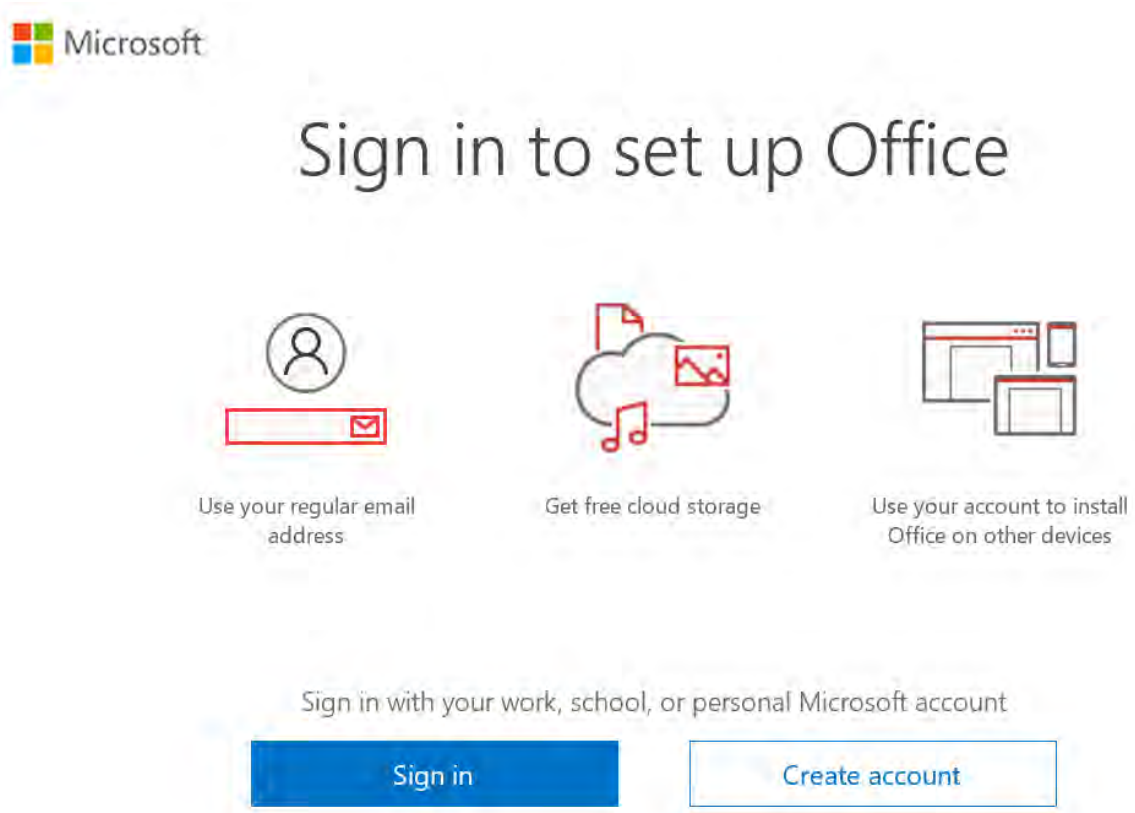
1. Launch Outlook



2. Enter your CCC email address
3. Click **Connect**

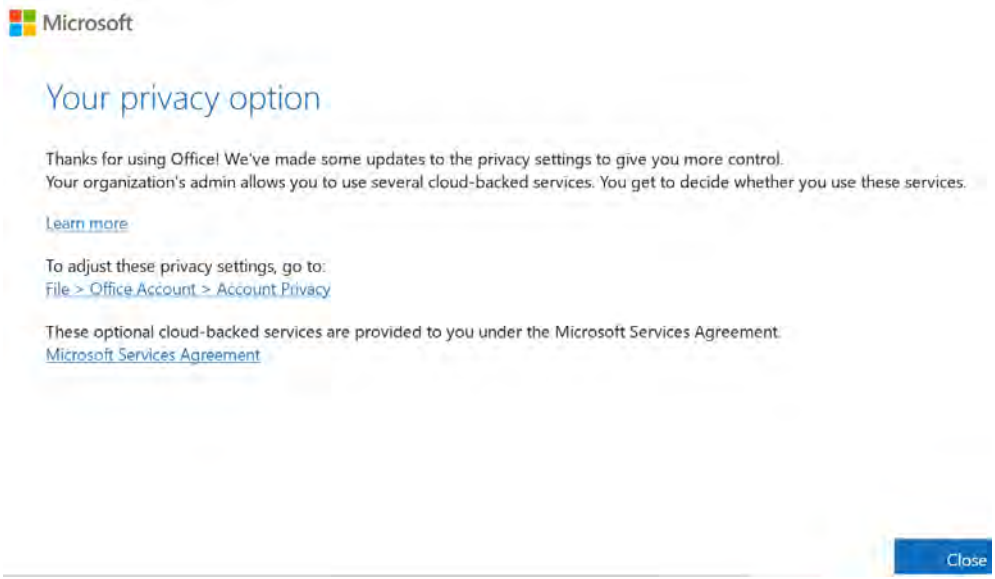


4. Click on the **Office 365** icon
5. Follow the instructions on screen, this may mean that you will need to re-enter your password.
6. Click **Done**
7. You will be sent a text or receive a call with your passcode
8. Click **Done**
9. Close “sign in to set up office”



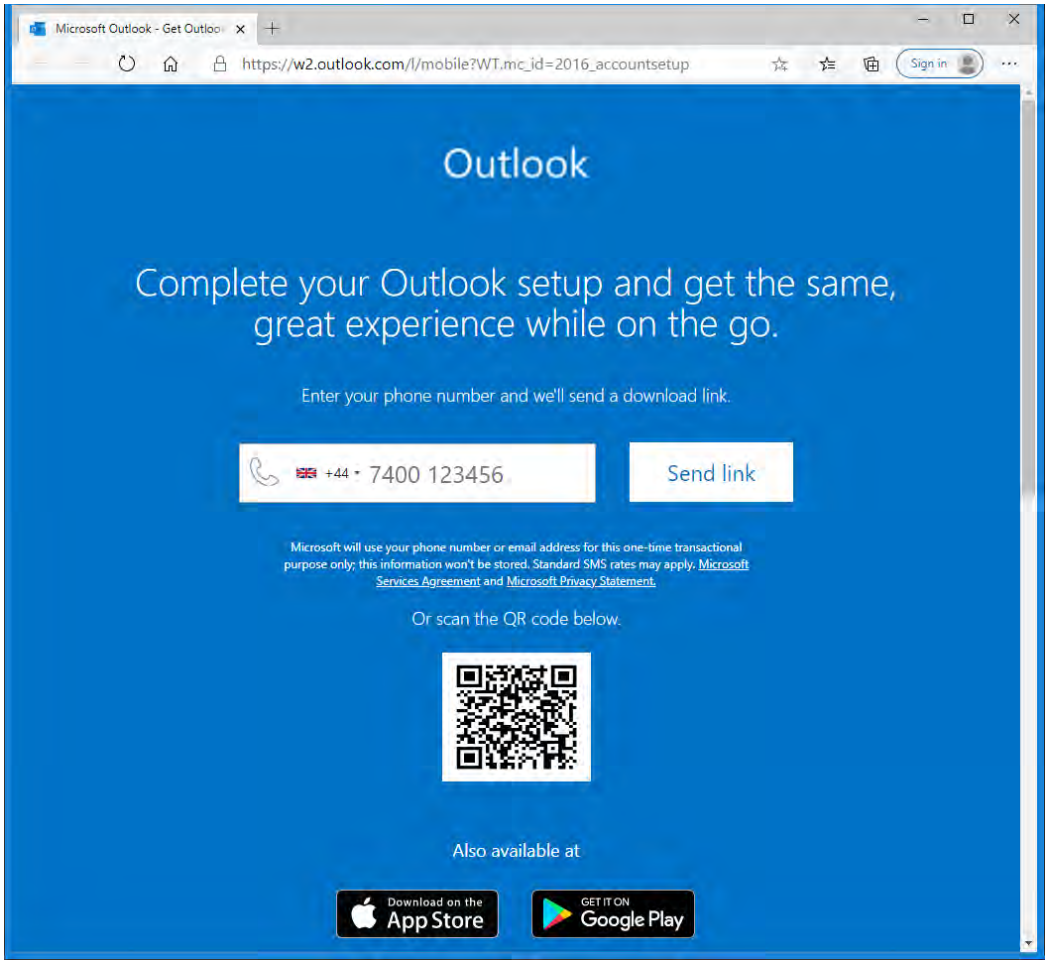
10. Click **Sign in** and use your CCC email address and CCC network password

11. Enter the passcode



12. Click on **Close**
13. if offered the opportunity to synch your profile, select **No thanks**

14. If the following screen appears. Close by clicking on the cross in top right.


Microsoft Outlook - Get Outlook
https://w2.outlook.com/l/mobile?WT.mc_id=2016_accountsetup
Sign in
Outlook
Complete your Outlook setup and get the same, great experience while on the go.
Enter your phone number and we'll send a download link.
+44
7400 123456
Send link
Microsoft will use your phone number or email address for this one-time transactional purpose only; this information won't be stored. Standard SMS rates may apply. Microsoft Services Agreement and Microsoft Privacy Statement.
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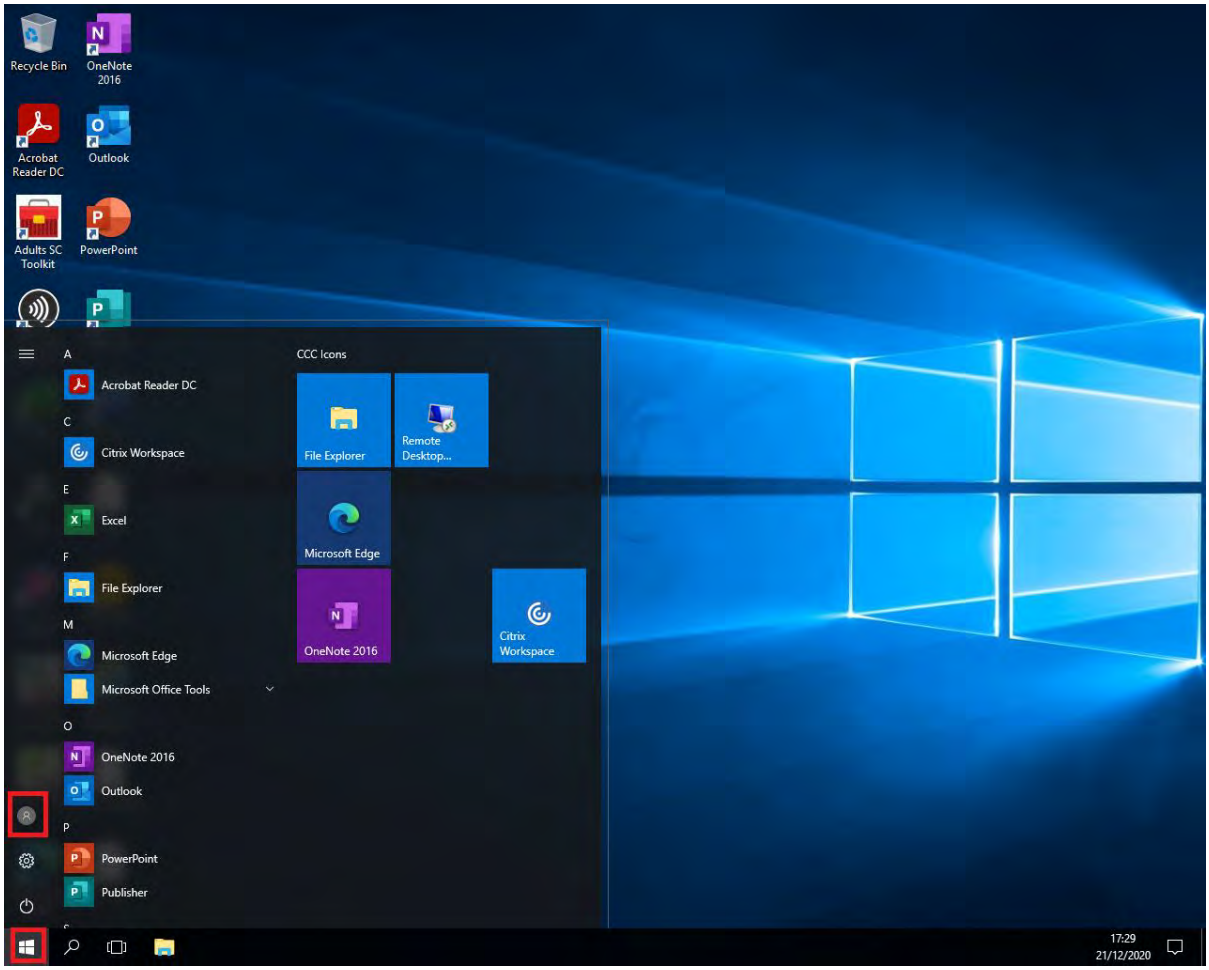
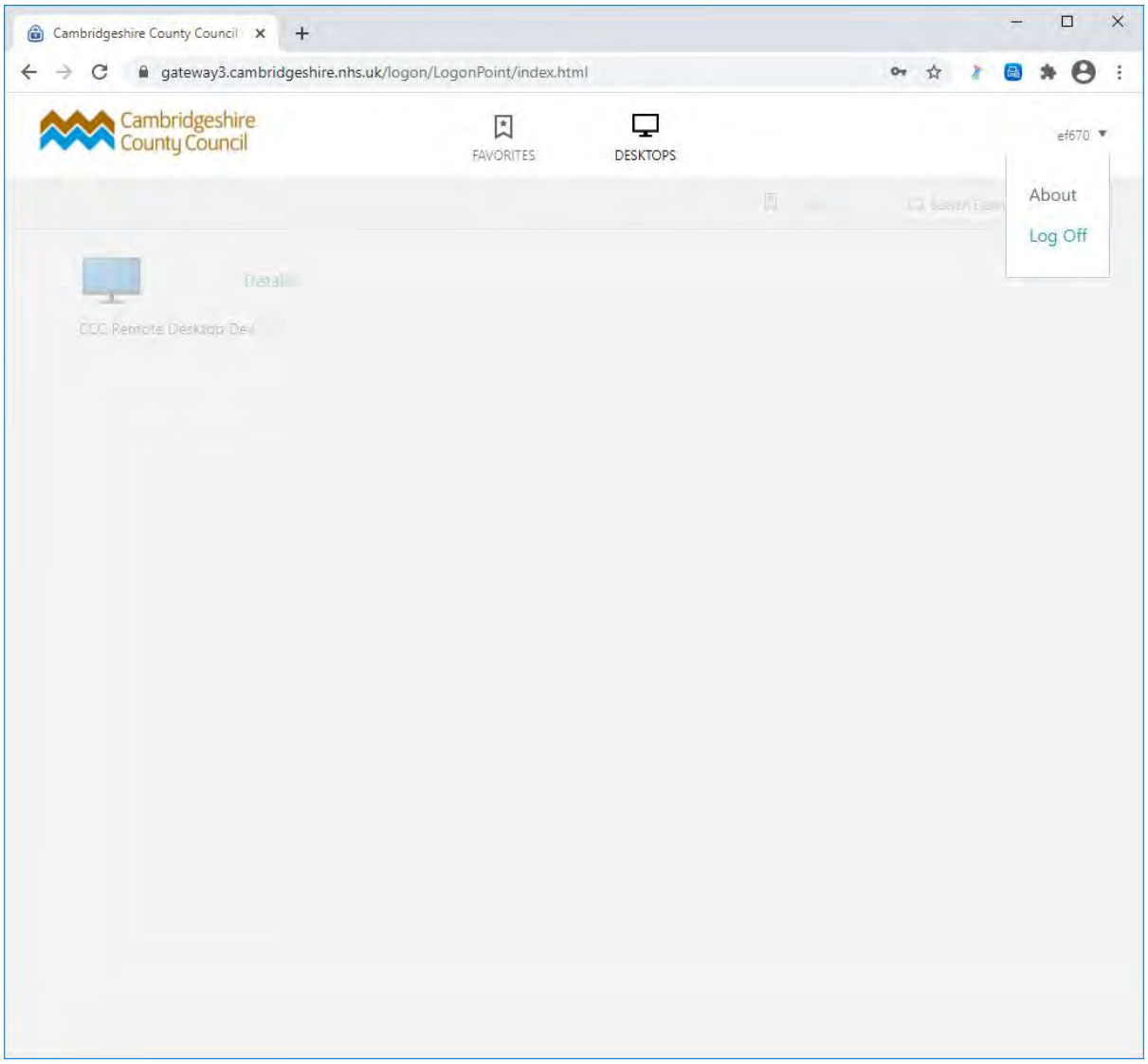
Signing out of the system

1. Ensure all apps and folders are closed



2. Click on the **Start** icon on the bottom left of your screen (ensure you are on the CCC desktop)
3. Click on the **person** icon
4. Select **Sign out**



5. When you are taken back to the main log in screen click on the dropdown arrow next to your user id and click **Log Off.**

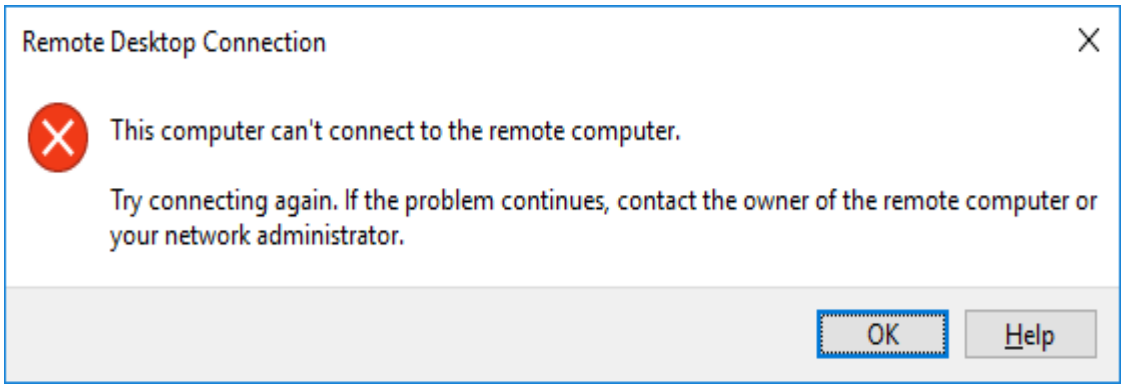
Changing your password

Whilst logged into the gateway, and from your CCC desktop, press Control ALT + End. Click change Password and follow instructions on screen.

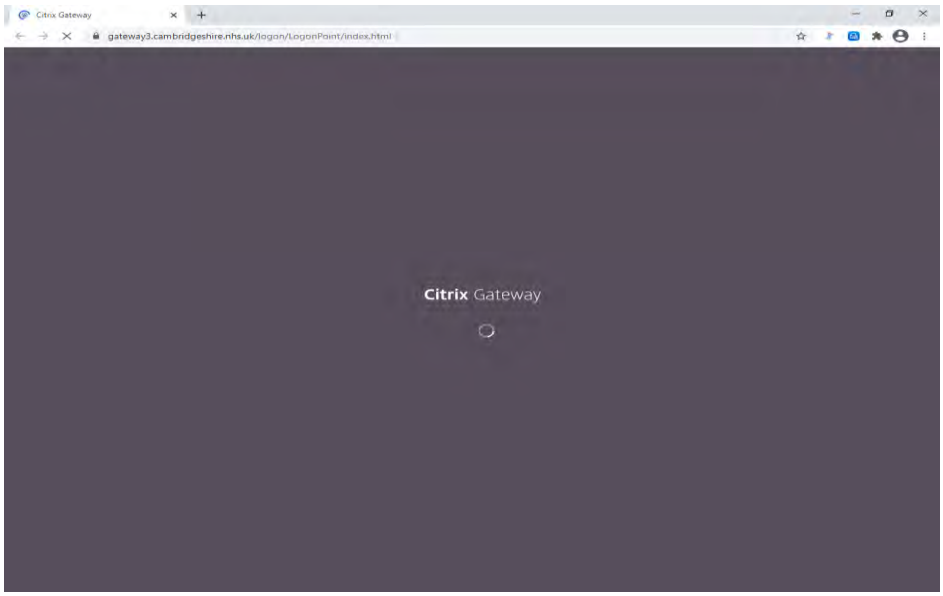
Troubleshooting

Should you get either the error message or the hanging screen with the whirling circle shown below during the log in process please use the following instructions to clear your cache/browsing data.

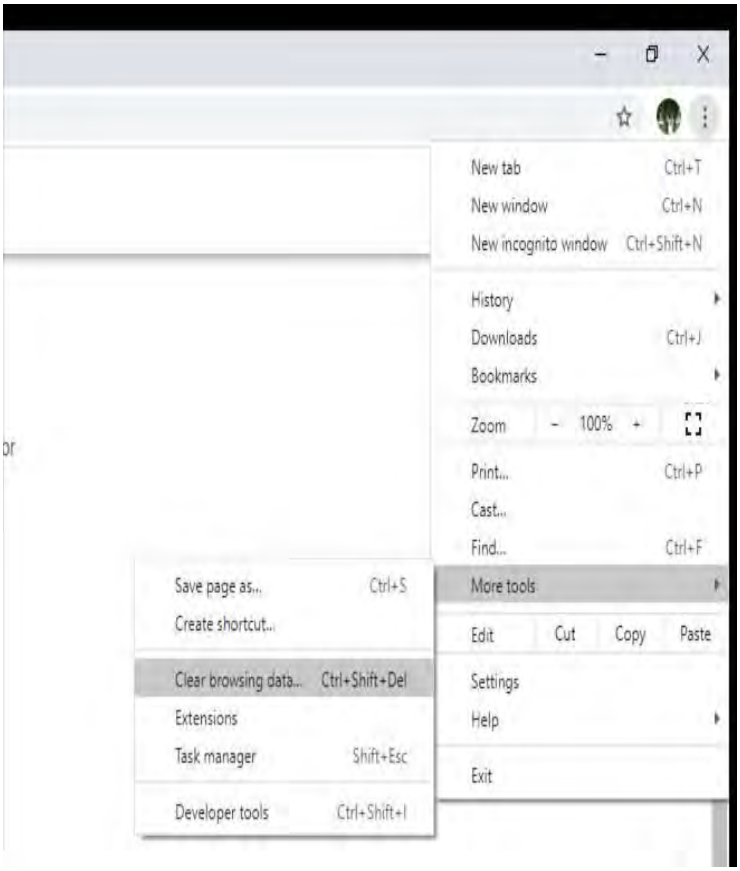
Error message:



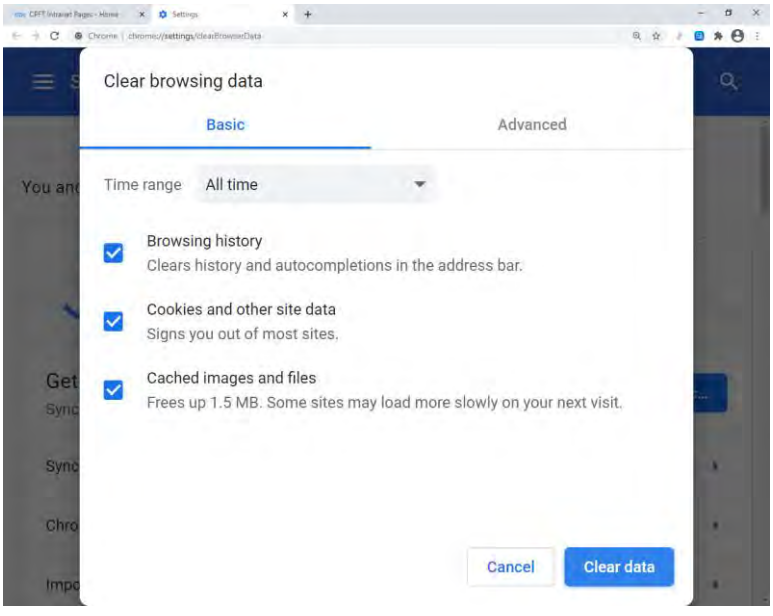
Hanging screen:



To clear cache in Chrome:



1. Open Chrome.
2. At the top-right, click More ⋮.
3. Click More tools > Clear browsing data.



4. At the top, choose a time range. To delete everything, select All time.
5. Tick the checkboxes 'Cookies and other site data' and 'Cached images and files'
6. Click Clear data.

Further help

If you have any problems using CCC Gateway3, please contact the IT Service Desk on 0345 045 1399 or log a call via Let's Go Direct.

Advice on out of hours support is available online at IT support for remote access - Cambridgeshire County Council

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